

# COMMON INCIDENT COMMAND CENTER SITUATIONS

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## CITIZEN'S COMPLAINTS

(MAY 2005)

Required Contacts and/or Report Distribution: (BOLD = REQUIRED CONTACTS)

- An e-mail is automatically generated and sent to the **Regional Office Director**, **secondary point of contact**, and **appropriate Regional Office Responders**, by checking the **citizen's complaint box** when filling out the **EER Incident Report**.
- A copy of the **EER Incident Report** is automatically sent to the **appropriate Regional Office** by checking the **citizen complaint box** when filling out the **EER Incident Report**.
- Copy of incident report to DHSS, MoDOT, DOA, SEMA, DPS (if warranted)

### Duty Officer Considerations

- Determine if the complaint is truly a DNR situation or if the DHSS or other agency may be more appropriate
- During normal business hours, depending upon the situation and the level of concern of the complainant, a spill report may be generated or the caller may be referred to the appropriate Regional Office. Give the caller the phone number and offer to transfer the call. Transfer the caller directly to a person in that appropriate office/agency (voice mail is unacceptable).
- Suggest the caller ask for the "complaint investigator" or a person in the appropriate regional office program.
- During non-business hours, weekends and holidays, obtain all the information the caller has to offer and complete an EER Incident Report.
- If, in the judgement of the duty officer, the citizen's complaint requires immediate notification/attention, the regional director or secondary point of contact (refer to the EER Yellow Page), should be notified immediately by telephone. This is especially important after normal business hours, weekends, and holidays. There may be incidents of significance where EER staff may need to respond to document or support regional activities.
- If the caller wishes to remain anonymous, explain that anonymous calls are handled in the same manner as all other calls and the limitations this poses to a complaint investigator.
- Obtain as much detailed information as possible from the caller (especially if the caller wishes to remain anonymous). Include this information in the *Additional Information* section on the EER Incident Report.

Explain the complaint process to the caller

- 1) A report will be completed in our office of their call.
- 2) The report, marked as a citizen's complaint, will be e-mailed to the \_\_\_\_\_ (e.g. Northeast) Regional Office in \_\_\_\_\_ (e.g. Macon).
- 3) Explain that office will prioritize the report based on their workload and will address it as quickly as possible.
- 4) Provide the caller the appropriate regional office telephone number and normal business hours.
- 5) Explain that if they wish to follow-up on their report they need to contact the regional office directly.
- 6) Provide the caller the EER Incident Number and explain that this number will be provided to the regional office and aid them in locating the correct report.
- 7) Always be courteous and thank the caller for their call and doing their part to protect the environment.